



Executive Memorandum 23-006

May 22nd, 2023

From: Gayle E. Hutchinson, President

A handwritten signature in blue ink that reads "Gayle E. Hutchinson". The signature is written over a horizontal line.

Subject: Approval of the Reorganization of Academic Technology

Upon the recommendation of the Academic Senate and with the concurrence of the Provost, I approve reorganizing Chico State's Academic Technology. The reorganization will be as follows:

- Academic Technology will report to the Vice President of Information Technology and the Technology and Learning Program will continue to report to the Academic Technology Officer in the Division of Information Technology.
- Wildcat Computing Support will merge with the Center for Tech Equity in the Division of Information Technology

This reorganization is effective immediately.

Policy Title:	EM 23-006 Approval of the Reorganization Academic Technology
Contact:	Division of Information Technology
Supersedes:	
Revision:	
Enabling Legislation or Executive Order:	

PROPOSAL TO REORGANIZE ACADEMIC TECHNOLOGY

MARCH 2023

Proposal

Pursuant to EM [22-013](#), The Vice President of the Division of Information Technology (DoIT) and the Interim Provost propose to reorganize Academic Technology.

The current structure is:

- Chico State's Academic Technology is led by the Academic Technology Officer (ATO)
- The Technology and Learning Program (TLP) and Wildcat Computing Support (WCS) report to the ATO.
- The Academic Technology Officer (ATO) reports to the Vice Provost of Academic Programs in the Division of Academic Affairs.
- ATO and TLP currently co-resides budgetarily and administratively with Faculty Development.

The new proposed structure is:

- The ATO will report to the Vice President of Information Technology and TLP will continue to report to the ATO in the Division of Information Technology (DoIT)
- Wildcat Computing Support (WCS) will merge with the Center for Tech Equity in DoIT
- The TLP staff's job descriptions will remain the same. The only thing that changes is the reporting structure for the ATO and TLP

Who is involved in this move to DoIT?

- Kathy Fernandes, Academic Technology Office (ATO), MPP
- Claudine Franquet, Instructional Technology Consultant, Permanent ITC
- Marjorie Shepard, Instructional Technology Consultant, Permanent ITC
- James Aird, Instructional Technology Consultant, Permanent ITC
- Christine Sharrio, Instructional Technology Consultant, Permanent ITC
- Josh Whittinghill, Instructional Technology Consultant, Temp ITC
- Allison McConnell Instructional Technology Consultant, Temp ITC
- TLP and WCS Students

Background

When hiring the new VP/CIO, the campus had a goal of centralizing all IT units for efficiency and effectiveness, putting together the resources to provide the university the tools and services they need to lead innovation and technological change. The moves already made include OATS (Student Affairs) and BITS (Business and Finance) to DoIT.

TLP originated in Chico's IT organization in 1998 and reported to that unit until 2013. Between 2013 and 2019, TLP reported to three different units: the Library, a unit then called Faculty Affairs, and finally Faculty Development. As Faculty Development directors change, those faculty directors haven't necessarily previously strategically planned technology changes nor managed a team of instructional designers (and these skills and duties are not included in the Director's job description), which makes it difficult for TLP to stay focused and organized to prepare for the changes in technology. While TLP works closely with Faculty Development, the foundation of the work relies heavily on the IT Division and academic technology leadership for direction and oversight.

Rationale

The new IT strategic plan sets the course for a bold vision with new commitments to collaboration between digital education, communications, strategic enrollment and student success, and academic leaders must be accompanied by a clear leadership commitment to invest in the innovations needed to fully realize the vision. For our institutions to thrive in the current challenging and changing environment, we must become more innovative while improving our stakeholders' experience. It is often technology that will facilitate that innovation. And this new organizational structure is designed to push IT to that next level beyond operations to driving, being, and living innovation in teaching and learning, sustained project delivery, and organizational excellence. This organizational redesign represents a critical opportunity to ensure the new IT Division is aligned with the strategic direction of the institution.

In order to advance the mission of teaching and learning in today's environment, Academic Technology requires strategic planning with IT. This involves project planning, negotiating technology contracts, budget for teaching and learning tools and business models that keeps up with the pace of technology change and innovation. For example, TurnItIn is an LMS third-party tool used by faculty for checking plagiarism when students submit assignments. TurnItIn also provides a library of grading marks for easier grading of papers, saving faculty time. TurnItIn has seen a significant price increase over the years while service has gone down at times. TurnItIn has not been innovative nor kept up with today's environment. To resolve this issue, it requires both a contractual negotiation with the vendor and also piloting with faculty using this tool to try out other possibilities to lower costs and yet provide a more contemporary tool that is more efficient for faculty to use.

Integrating Academic Technology into DoIT will improve the customer experience through integrated technology solutions, standardized processes, staffing integrations of the LMS and classroom technology for a more consistent user experience and providing a strategic focus on the teaching and learning technologies both in and outside of the classroom.

How will this change what faculty experience?

- Faculty will not see any changes on a daily basis from the TLP Zoom Lab. What faculty will experience is a tighter and improved communications, connections and directions with technologies changes (i.e. extending LMS tools to support faculty teaching needs, sustainable planning, continuity, and access of teaching and learning applications such as Poll Everywhere, Turnitin, and others, Microsoft App integrations like OneNote and Teams; and chatbot project, etc.). There will also be tighter relationships for customer support with ITSS, Classroom Technologies and the Center for Tech Equity for improved and robust services to Faculty and Students.
- The FDEV Director and ATO will meet regularly to work together on programs that support faculty like Quality Online Learning and Teaching, hybrid and online education, CAL\$, and READI.
- The ATO will continue to be on the FDEV Advisory Board and on UTAC (University Technology Advisory Committee).

Who has been consulted about this change?

- Provost - January - February 2023
- Vice Provost - December 2022, February, and March 2023
- Cabinet (several conversations/dates)

- FDEV Director - March 15
- College Deans and Assistant Deans - March 2 - March 30
- UTAC - March 10
- DoIT Leadership Team (Directors) - March 9
- DoIT Expanded Leadership (included leads) - March 9
- 25+ Faculty across the colleges who, in the past, have worked closely with TLP - March 8
- TLP Staff - March 6
- Academic Senate Chair - February 17

Proposed Timeline

- May 1 - ATO and TLP officially report to DoIT
- April 27 - Academic Senate
- April 14 - EPPC